

MCA Task Force Survey Issues Potential Survey Information

Purpose

To gauge the level of satisfaction with local calling scopes in Missouri concerning the geographic area served and the current rate.

Survey subsets

- MCA mandatory tiers in St. Louis, Kansas City and Springfield
- MCA optional tiers in St. Louis, Kansas City and Springfield (target Tier 3, 4, and 5 separately)
- Consumers just outside the MCA areas
- Consumers in rural Missouri
- Business vs residential (number of lines for business)

MCA mandatory tiers in St. Louis, Kansas City and Springfield

- A. Is the MCA plan accomplishing the goals for which it was created?**
 - B. Are there unique issues associated with local number portability and the existing MCA plan?**
 - C. What changes, if any, should be made to the current MCA plan?**
 - D. In urban and suburban settings, what type of calling scopes, prices and plans are desired by customers?**
 - H. The Task force should review the consumer petitions filed in Case No. TO-2001-391 involving: Greenwood, Grain Valley, Ozark City**
- Who is your current service provider?
 - Residential or business customer? If business, does your business market to areas where customer would have to place a toll call to use service? Is an 800 number, or some other means of toll free calling available?
 - Have you changed service providers within last 6 months?
 - What is customer's typical local toll (long distance) expense?
 - How much time is spent using long distance service (local toll)?
 - Does your local calling area meet your needs? If not satisfied, why not?
 - Does your local calling rate (expense) meet your needs? If not satisfied, why not?
 - **(MCA-2 survey)** If the MCA geographic area remained the same (currently), would you be willing to pay more for calling to optional tiers without incurring long distance charges for non-subscribers to the MCA plan (Yes or no)? If yes, how much more would you be willing to pay?
 - **(Expansion of MCA area)** If the MCA is expanded to include (St. Louis MCA - Washington, Union, St. Clair, Beaufort, and Innsbrook/Wright City) (Kansas City MCA - Lexington, Warrensburg) (Springfield MCA - Branson and Rockaway Beach area) would you be willing to pay more for this expansion? If yes, how much more?
 - Wireline vs. wireless usage? (is wireless used for long distance)
 - Future of technologies (move to wireless, VoIP, others)

- Is MCA plan confusing/difficult to understand?
- Where would like to call (cross town, neighboring town, cross country)

MCA optional tiers in St. Louis, Kansas City and Springfield

- A. Is the MCA plan accomplishing the goals for which it was created?**
- B. Are there unique issues associated with local number portability and the existing MCA plan?**
- C. What changes, if any, should be made to the current MCA plan?**
- D. In urban and suburban settings, what type of calling scopes, prices and plans are desired by customers?**
- H. The Task force should review the consumer petitions filed in Case No. TO-2001-391 involving: Greenwood, Grain Valley, Ozark City**

- Who is your current service provider?
- Residential or business customer? If business, does your business market to areas where customer would have to place a toll call to use service? Is an 800 number, or some other means of toll free calling available?
- Have you changed service providers within last 6 months?
- What is customer's typical local toll (long distance) expense?
- How much time is spent using long distance service? (local toll)
- Does your local calling area meet your needs? If not satisfied, why not?
- Does your local calling rate (expense) meet your needs? If not satisfied, why not?
- Are you in the Metropolitan Calling Area (or known as MCA service area)? (yes, no)
- Do you take MCA service (yes, no)?
- **(MCA-2 survey)** If the MCA geographic area remained the same (currently), would you be willing to pay more for calling to optional tiers without incurring long distance charges for non-subscribers to the MCA plan (Yes or no)? If yes, how much more would you be willing to pay?
- **(Expansion of MCA area)** If the MCA is expanded to include (St. Louis MCA - Washington, Union, St. Clair, Beaufort, and Innsbrook/Wright City) (Kansas City MCA - Lexington, Warrensburg) (Springfield MCA - Branson and Rockaway Beach area) would you be willing to pay more for this expansion? If yes, how much more?
- Wireline vs. wireless usage? (is wireless used for long distance)
- Future of technologies (move to wireless, VoIP, others)
- Is MCA plan confusing/difficult to understand?
- Where would like to call (cross town, neighboring town, cross country)

Consumers just outside the MCA areas (possible petitions)

- A. What changes, if any, should be made to the current MCA plan?**
- B. In urban and suburban settings, what type of calling scopes, prices and plans are desired by customers?**
- H. the Task Force should review the consumer petitions filed in Case No. TO-2001-391 involving: Lexington, Warrensburg, Innsbrook/Wright City.**

J. The Task Force should address the issues raised by OPC in Case No. TO-2003-0298 involving SBC's exchanges of Washington, Union, Beaufort, St. Clair, around Franklin County.

- Who is your current service provider?
- Residential or business customer? If business, does your business market to areas where customer would have to place a toll call to use service? Is an 800 number, or some other means of toll free calling available?
- Have you changed service providers within last 6 months?
- What is customer's typical toll (long distance) expense?
- How much time is spent using long distance service?
- Does your local calling area meet your needs? If not satisfied, why not?
- Does your local calling rate (expense) meet your needs? If not satisfied, why not?
- Are you familiar with the metropolitan calling plan (MCA) in (St. Louis, Kansas City, Springfield) (yes, no). If yes, if you had the option to be included in the MCA plan, would you take the MCA service? If yes, how much more would you be willing to pay?
- Wireline vs. wireless usage? (is wireless used for long distance, are there limitations to using wireless in area)
- Future of technologies (move to wireless, VoIP, others)
- Where would like to call(cross town, neighboring town, cross country)

Consumers in rural Missouri

E. In rural settings, what type of calling scopes, prices and plans are desired by customer?

F. What changes, if any, should be taken to expand the calling scopes in rural areas?

- Who is your current service provider?
- Residential or business customer? If business, does your business market to areas where customer would have to place a toll call to use service? Is an 800 number, or some other means of toll free calling available?
- Have you changed service providers within last 6 months?
- What is customer's typical local toll (long distance) expense?
- How much time is spent using long distance service? (local toll)
- Does your local calling area meet your needs? If not satisfied, why not?
- Does your local calling rate (expense) meet your needs? If not satisfied, why not?
- Wireline vs. wireless usage? (wireless used for long distance, limitations to wireless in area)
- Future of technologies (move to wireless, VoIP, others)
- Where would like to call (cross town, neighboring town, cross country)